

GLACIER INVEST SMART PORTFOLIO

The only portfolio management platform that brings you closer to the investment process.

ACCESS

How do I log on to Glacier Invest Smart Portfolio?

Log in to SanPort, navigate towards the 'Secure Services' button and select Glacier by Sanlam (this will open in a new tab). Navigate to the new tab with Glacier by Sanlam Intermediary Web and select 'Tools'. Finally, click the 'Glacier Invest Smart Portfolio' tile (this will open in a new tab).

Can I access Glacier Invest Smart Portfolio on my browser of choice?

Glacier Invest Smart Portfolio is supported by the latest versions of Chrome, Firefox, Edge and Internet Explorer (from version 11).

Can I access Glacier Invest Smart Portfolio using my tablet or smart phone?

You can access Glacier Invest Smart Portfolio on most tablet devices. Although you can access Glacier Invest Smart Portfolio on your smart phone, the information may not be displayed in the best way as it is not designed for small screens.

Do I need to log in daily?

No, we recommend that you log in at least weekly. In addition, you will be notified of meetings and/or proposed portfolio changes via email.

Why can't I access the portfolio management tab?

The portfolio management feature is only available to the Financial Planners who form part of the investment committee for those brokerages that have signed up for the implemented consulting service.

Why can't I access the Super Tool tab?

This tool can only be accessed by Portfolio Managers for portfolio construction discussions.

Can my support staff gain access to Glacier Invest Smart Portfolio if they have SanPort login details?

Yes. Simply contact your Business Development Manager to arrange this.

Can my administrative staff gain access to Glacier Invest Smart Portfolio if they don't have SanPort login details?

This can be arranged. Simply contact your Business Development Manager so that they may facilitate this.

Who do I contact if I have an investment-related query?

You can direct any investment related queries to your Portfolio Manager.

Who do I contact if I require further Glacier Invest Smart Portfolio training or simply a refresher?

You can contact your Business Development Manager for assistance.

Who do I contact if I am experiencing technical issues?

Any technical queries can be directed to the Smart Portfolio Query Resolution Team on 021 950 2966 or alternatively, you can direct your query to SmartPortfolio@glacier.co.za.

MY FUNDS

How do I view my wrap funds?

You can access your wrap fund by clicking on 'View Fund' on the Wrap Fund Card on your Dashboard or by selecting your fund using the 'My Funds' drop-down on the top bar.

When can I expect data relating to my wrap fund to be updated?

Glacier Invest Smart Portfolio's wrap fund data will be updated by the latest on the 18th business day of each month.

Why are some charts in the performance section showing 'No Data Available'?

In the event that this message appears, simply select a longer date range and/or select an earlier end date. Keep in mind that in order to view the 'Calendar Returns' graph, you will need to select a period inclusive of a full year from the date selection.

How do I compare the performance of my wrap fund with the relevant benchmark or with another wrap fund?

1. Click 'Add Comparative'.
2. Select whether you want to add a benchmark or fund as a comparative.
3. Select the correct benchmark or wrap fund from the dropdown list.

REPORTING

How do I create a personalised wrap fund report for my clients?

You can personalise a wrap fund report in the following simple steps:

1. Click 'Configure' at the top right of the screen.
2. Review the report information and exclude any sections by deselecting the relevant box.
3. Use the arrows to rearrange the sections of the report.
4. Save your changes and download your report as a PDF or email it straight to your client.

How do I add short-term performance to my wrap fund report?

You will only be able to view short-term performance on Smart Portfolio. The report that is tailored for end-clients will only include long-term performance of the wrap funds.

PORTFOLIO MANAGEMENT

How will I know if there's an investment discussion intra-quarter?

You will be notified by email when a portfolio manager has requested an investment discussion. In addition, there will be notification(s) on your dashboard when you log in.

Can I schedule an investment discussion?

No. Only the portfolio manager can schedule an investment discussion at this point. If you want to initiate a discussion, you can ask your portfolio manager to schedule one.

How do I set up a meeting to propose changes to my wrap fund?

Follow these steps:

1. Request a meeting via the 'Portfolio Management' tab, or by selecting the 'Manage Fund' tab on your dashboard.
2. Detail the date, participants, an overview of the meeting, and which funds you wish to make changes to.
Add any additional comments.
3. You can make changes to your wrap fund by adjusting the fund weighting in your portfolio, replacing a current fund with a similar fund, or removing a current fund and adding a new fund with a different style beta. You can add any fund to your portfolio using the 'Add Fund' tab, so long as it's contained in the Buy List.
4. Glacier Invest Smart Portfolio will show how your proposed changes impact asset allocation and investment style. Before saving them, make sure your portfolio is still compliant with Regulation 28. This is indicated at the top left.
5. Finally, you are required to motivate your changes before submitting them. Here you can upload files or links in support of your suggested changes.

How do I view the portfolio manager's proposed changes to a wrap fund?

When there is an investment discussion scheduled, you can navigate to the Portfolio Management tab and scroll down to the relevant wrap fund. Then click on the drop-down with 'Current Wrap Fund Allocation' and select the version with your portfolio manager's initials.

How do I submit a proposal?

When there is an investment discussion scheduled, you can submit a proposal to change the fund allocation within your wrap fund(s) by navigating to the relevant wrap fund and clicking on 'Propose Change'. This will open a form where you can either adjust the weighting of the portfolio fund allocation, replace any of the funds with another fund of a similar investment style, or add a new fund from the buy list.

Does selecting 'comfortable' on the feedback section mean that I'm signing off the proposal?

No. The feedback section is there to give other investment committee members quick feedback on their proposal. The investment committee will still need to discuss the changes and sign off the agreed proposal.

How long does the investment committee have to sign off changes?

For record-keeping processes, we require the investment committee to sign off on all agreed changes on Smart Portfolio. The investment committee will have a maximum of 72 hours to sign off the agreed portfolio changes on Smart Portfolio.

BUY LIST

What is the Buy List?

The Buy List consists of all the collective investment funds that can be added to your wrap fund. In addition, you can view the skill and risk rating for each fund and view the number of research articles available.

How do I remove or add funds to my watchlist?

Click the 'Buy List' tab, find the fund you wish to follow, and click 'start' next to the relevant fund. This fund will now appear on your dashboard under the 'Funds you Follow' section.

How do I download the Minimum Disclosure Document (MDD) for a unit trust fund?

You can download the Minimum Disclosure Document in two ways:

1. Navigate to the 'Buy List' tab, locate the fund that you seek and click on the 'downward' arrow on the far right, next to the skill and risk ratings.
2. While on the 'Buy List' page, you can also click on 'Our View' which will take you to the fund's research page. Once you are on this page, you can click on 'Fund Availability' on the top bar and click on the 'Download Fact Sheet' button.

MANAGER RESEARCH

Why don't I see research on all of the collective investment funds?

You will only see research on collective investment funds that are on the Buy List.

How do I interpret the skill and risk rating assigned to each manager?

The skill rating refers to the return expectation of the collective investment fund over an investment cycle. The ratings are ranked as follows:

- AAA: Top decile return expectation
- AA: Top quartile return expectation
- A: Second quartile return expectation
- BBB or lower: Third quartile return expectation

The risk rating indicates the maximum allowable positioning size within wrap funds. The ratings are ranked as follows:

- AAA: maximum allocation of 30% for a multi-asset fund & 20% for a single asset class fund (e.g. an Equity fund).
- AA: maximum allocation of 20% for a multi-asset fund & 15% for a single asset class fund.
- A: maximum allocation of 10% for any fund.
- BBB or lower: maximum allocation up to 5% for any fund.

How can I share the research with my clients?

To share any research with your clients, navigate to the collective investment fund of your choice. On the top right section of the manager research page, you will see an option to view, download or email (directly from the page) the manager research infographic. The infographic will have both the manager research insights and investment style view.